

#3

COMPLETE

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Page 1: Background (10%)

Q1

Please provide the name and title of the nominee.

Name	Leon Grant
Title	Escalation Specialist-2
Company	Stealth Monitoring
Email	lgrant@stealthmonitoring.com
Phone	240-938-8309

Q2

How long has this nominee been employed by your organization?

A year and four months

Q3

What has been the nominee's progression of positions within your organization over the course of his/her tenure?

Leon started as a Detection Specialist-1 (Operator in training), then became an Escalation Specialist-1 (Operator). After one year, Leon became an Escalation Specialist-2 (Senior Operator).

Q4

How long has the nominee served in his/her current position?

Leon has been an Escalation Specialist for one year.

Page 2: Experience and Education (15%)

Q5

What is the nominee's experience, both within your organization and in the security industry?

Leon has been working in the security industry for four years. He spent one year with Stealth Monitoring and three years at his previous place of employment before joining Stealth. During those three years, Leon worked as a security officer and was responsible for monitoring live cameras (CCTV), performing patrols, logging entries, receiving incoming calls, making outgoing calls, and making public address (PA) announcements.

Q6

What is the nominee's industry education, job-specific education and training, and industry certifications?

Leon has held a Guard License for the state of New York for three years and since, has relocated to the state of Maryland where he has held a Security Technician License for the state of Maryland for one year.

Page 3: Job Performance (30%)

Q7

Describe the nominee's current areas of responsibility.

Leon is responsible for reporting directly to the Tactical Operations Center (TOC) Supervisor in the Tactical Operation Center. He provides Asset Security Guard Protection Services for over 1,200 client businesses and residential properties, using state-of-the-art interactive technology. Leon remotely monitors these properties for any signs of activity, including potential theft, fires, or damage to assets. He follows established protocols to deter or apprehend criminals by working closely with local law enforcement. In addition, Leon maintains detailed activity logs documenting important events that take place on our client's properties. Furthermore, he prepares incident reports for every police dispatch and extracts and uploads security videos using a variety of surveillance software to document any significant events that occur during his shift.

Q8

Describe the nominee's performance level, generally, on the job.

Leon has consistently been one of the top-performing operators throughout the year. In the third quarter, he was recognized as the Escalation Specialist of the Quarter for meeting all the Key Performance Indicators (KPIs), accurately reporting incidents, maintaining perfect attendance and punctuality, handling tasks correctly, and most importantly, not missing any events or handles. Leon has truly distinguished himself from all other operators.

Q9

Provide three examples of how the nominee demonstrates that he/she is a team player on the job.

We have a few team members who rely on public transportation, and the bus stop is half a mile away from the office. Leon has taken it upon himself to pick up and drop off these team members on many occasions. This act of teamwork and camaraderie has proven to increase productivity within the Monitoring Center.

We have a diverse team of operators, and one of them struggled with the English language. During breaks, outside of work, and during shifts, Leon took it upon himself to assist the team member in understanding terms and phrases. With Leon's help, the team member is now able to make their own police reports with little to no assistance. It's amazing what the power of teamwork can do when someone goes out of their way to assist another member.

During one shift, a team member became overwhelmed during a dispatch. The operator was on the phone with the area dispatcher while the client was calling into the Monitoring Center and wanted to speak with the individual who dispatched the police. Leon stepped in and spoke with the client, briefing them on the activity occurring on their property. This is a true example of teamwork, where one member stepped in and helped another member who was overwhelmed. By this example, Leon has set the standard for other operators to follow. If they find someone in the same situation, they will be more inclined to help out in the same way that Leon did. Teamwork breeds teamwork.

Q10

Has the nominee ever been promoted? Provide details.

After performing tasks of an Escalation Specialist-1 for a year, Leon was promoted to Escalation Specialist-2. During this time Leon showed that he could consistently follow Protocols, Standard Operational Procedures, all while being a team player. As an Escalation Specialist 2, Leon now has the added responsibility of aiding and coaching Junior Operators. To achieve the level of an Escalation Specialist 2, Leon was given a booklet (Personal Qualification Standards) where he was required to perform certain line items in the booklet and then get a signature from a Senior Operator to demonstrate he knew how to perform that task. During this process, Leon worked closely with Senior Escalation On-The-Job-Training (OJT). After all the line items were completed in the booklet, Leon was given a Level 2 test, which tested his in-depth knowledge on all required duties as an Escalation Specialist 2. Leon Passed with a 98.5%

Q11

Describe an exemplary call during which someone's life and/or property were saved due to the actions of the nominee. How did the nominee make a difference in that dispatch?

During one of the multiple police dispatches that Leon had during monitoring hours, a vehicle drove onto one of the properties we monitor. The driver had a hard time parking and when he did, he was double parked. The intruder never exited his vehicle and just loitered. Leon had police dispatched to investigate the situation further. Police arrived on the lot and made contact with the intruder who was still sitting in the vehicle. Police made the driver exit the vehicle and the driver struggled to get out. At this point, police administered a Field Sobriety Test and found the driver to be intoxicated. The actions that Leon took by dispatching police even though the driver was only loitering, may have saved the driver's life and many other drivers on the road.

During one of the monitoring sessions of a scrap yard, Leon noticed smoke emanating from one of the fluff piles, which are piles of ground-up vehicle parts. He immediately dispatched the fire department, who arrived and extinguished the fire. Thanks to Leon's quick actions, the shredder was saved from being burnt up, and the client was spared from potential environmental fines that could have run into thousands of dollars. The clients were grateful for Leon's timely intervention and appreciated his efforts in safeguarding their property. It was indeed a job well done by Leon!

Another example took place when Leon noticed an unhoused individual loitering on a property. As per the client's protocol, Leon dispatched the police to the scene. Upon arrival, the police found the individual having a heart attack. Leon's quick action and monitoring played a crucial role in the individual receiving the necessary medical attention that saved their life. This story not only emphasizes the significance of monitoring to catch wrongdoers but also highlights how it can save lives.

Page 5: Additional Information (10%)

Q12

In what ways does the nominee help to boost morale within the Monitoring Center?

Leon is a highly sociable individual who always steps up to help his team members whenever they need assistance. He presents himself as a compassionate and non-judgmental person, which creates a safe and comfortable environment for the monitoring team members, ultimately boosting their morale. As 98% of our monitoring takes place during night/overnight hours, Leon makes it his mission to have little snacks that he shares with his team members.

Q13

Please describe any other information the judges should know about this nominee.

Leon is an individual who comes from humble beginnings and has worked hard for everything he has achieved in life. He is being nominated for a prestigious recognition, but he is not aware of it. If he knew, he would say that he does what he does not for the purpose of being rewarded, but because it is the right thing to do for his team and to protect his clients' property. Those of us in the monitoring industry understand the importance of recognizing the next generation of professionals who will continue to represent our industry with pride and find innovative technologies to protect clients' assets while reducing unwanted signals into the monitoring center. Leon is that person!

Leon's actions speak for themselves. During the reporting period, Leon processed a total of 364,802 alarms, processed 966 incoming/outgoing calls, placed 672 police dispatches, initiated 450 deflection audio signals to deter intruders, made 27 police arrests, and missed 0 events. He has demonstrated exceptional performance in every situation, which is absolutely phenomenal and worthy of recognition as the TMA Monitoring Center Operator of the Year!

Q14

Why does this nominee deserve to win the TMA Monitoring Center Operator of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional customer service.

Our customers trust us to monitor and protect their assets while they are away, and providing security is our primary responsibility. We follow pre-established protocols and Standard Operating Procedures to ensure that we deliver the best results. During the month of August, Leon broke the previous record of seven police arrests in a single month by making eight arrests, including one for a drunk driver. While some may attribute it to luck, I believe that Leon's ability to identify suspicious behavior and his commitment to following protocols and SOPs are the key reasons behind his success. Leon has honed his skills to a point where they have become second nature, and he sets a great example for everyone to follow."

Q15

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 23, 2024 1:36:37 PM
Last Modified: Friday, February 23, 2024 2:23:14 PM
Time Spent: 00:46:37
IP Address: 204.61.56.37

Page 1: Background (10%)

Q1

Please provide the name and title of the nominee.

Name	Chukwuka Okoroafor
Title	Sr. Security Command Center Operator
Company	Puget Sound Energy
Email	Chukwuka.Okoroafor@pse.com
Phone	844-473-4121

Q2

How long has this nominee been employed by your organization?

4 years

Q3

What has been the nominee's progression of positions within your organization over the course of his/her tenure?

Chukwuka started as a part-time flex operator with us. He quickly became full-time, due to his drive for success and desire to keep learning. In 2023 he was promoted to a Sr. Operator role.

Q4

How long has the nominee served in his/her current position?

6 months

Page 2: Experience and Education (15%)

Q5

What is the nominee's experience, both within your organization and in the security industry?

Chukwuka has experience in a number of different fields, but his security experience, as it relates to GSOC operations, comes from working with us. He started off working to fill in schedule gaps. But he took an initiative to develop himself through training and experience to move to a full time role. He was quickly recognized by his peers as mentor and operational leader. In November of 2023 he was moved to a Senior Operator role to expand on his ability to lead from the front.

Q6

What is the nominee's industry education, job-specific education and training, and industry certifications?

Chukwuka spent 2023 really growing his security education beyond that of just alarm monitoring. In 2023 he earned his certification in the CARVER Target Analysis and Vulnerability Assessment Methodology. In the same year he also earned his NICE Basic Crime Prevention Through Environmental Design (CPTED) Course certifications. In addition to all that training, in 2023 Chukwuka earned 66 hours of operator education training when only 48 hours are required.

Page 3: Job Performance (30%)

Q7

Describe the nominee's current areas of responsibility.

Chukwuka is responsible for leading operations for his shift. His role requires him to make staffing adjustments, handle operational situations, and guide the operators working on his shift. In addition to this, Chukwuka is responsible for training new operators, mentoring operators, and providing guidance when operators have questions. Each Sr. Operator is also assigned a specific specialty assignment, Chukwuka's is programming in our Physical Security Information Management software. A task he is currently training for.

Q8

Describe the nominee's performance level, generally, on the job.

In 2023, Chukwuka earned Operator of the Month for four months. His Quality Control scores in both alarms and customer service averaged 97.8% in 2023. He was the 2023 Six Points of Success award winner, an annual award for the operator who embodies the Command Center mission statement. These accomplishments explain everything we already know about Chukwuka. He is hard working, dedicated to the success of everyone around him, selfless, and the overall top performer on the team.

Q9

Provide three examples of how the nominee demonstrates that he/she is a team player on the job.

Chukwuka recognizes when a team member is having trouble with a particular task. Rather than take over the task, he is quick to offer up tools, tips and tricks that he has collected over his four years at the location. This has led to those that work with being better able to succeed.

Chukwuka is the only employee in my center that has never had a coworker complaint made against him. This is because he makes it his mission to not just get along with everyone but to really understand them and understand what motivates them.

Chukwuka also has taken a mentality that the team is only as strong as the weakest among them. And as such he elevates his teammates every day. He goes beyond just teaching, but offers words of encouragement, focuses on the positives, even in mistakes, and genuinely bring his team up.

Q10

Has the nominee ever been promoted? Provide details.

Yes - Promoted to Sr. Operator in 2023.

Page 4: Life Safety Skills (35%)

Q11

Describe an exemplary call during which someone's life and/or property were saved due to the actions of the nominee. How did the nominee make a difference in that dispatch?

Unfortunately, there is not such an example available. For most of our situations we'd have to remain confidential due to the nature of the critical infrastructure that we protect and the regulatory bodies that we are accountable to. It is a real shame that this is such a large percentage, because excellence should not be measured in someone's ability to brag about what they have done, but in their ability to routinely work hard to protect something as critical as critical electrical infrastructure. Chukwuka is one of the best on our team as recognizing potential threats and reacting to them.

Page 5: Additional Information (10%)

Q12

In what ways does the nominee help to boost morale within the Monitoring Center?

Chukwuka had a positive attitude even on the most stressful of days. When the rest of the team is feeling pressure due to any number of stresses that come from protecting the electric grid, they can always turn to Chukwuka and see a calm person to guide them through. Almost not one can remain stressed when working with him because he brings such positive and supportive energy to work.

Q13

Please describe any other information the judges should know about this nominee.

I would like the judges to consider that Chukwuka is not working at traditional alarm center. He works at a proprietary GSOC. These questions are not geared for the TMA members that are in this category, but I tried hard to give the best answers to them. He is hard working, bright, and ambitious and deserves some recognition from the industry. Thank you for considering him.

Q14

Respondent skipped this question

Why does this nominee deserve to win the TMA Monitoring Center Operator of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional customer service.

Q15

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#5

COMPLETE

Collector: Web Link 1 (Web Link)
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IP Address: 198.17.112.250

Page 1: Background (10%)

Q1

Please provide the name and title of the nominee.

Name	Angelica Miranda
Title	Trainer, Learning & Development
Company	Affiliated Monitoring
Email	angelica.miranda@affiliated.com
Phone	800-434-4000

Q2

How long has this nominee been employed by your organization?

5 years, 7 months

Q3

What has been the nominee's progression of positions within your organization over the course of his/her tenure?

Angelica began her career at Affiliated as a Monitoring Specialist I, handling intrusion and fire alarms. Angelica quickly demonstrated her skill and attention to detail and was promptly promoted to Monitoring Specialist II and then Monitoring Specialist III, which put her in a position to answer almost any kind of alarm or call presented to Affiliated, including Video Monitoring Alarms, PERS alarms, and Customer Service requests.

In addition to being an adept monitoring specialist, we quickly learned that Angelica has incredible writing, communication, and presentation skills. Starting in January of 2021, Angelica began spending 50% of her time as a Mentor, helping new employees through their first two weeks of on-the-job training after classroom training was completed. In this position Angelica used her unique combination of skills and talents to help 98% of the employees she mentored become certified monitoring specialists.

Angelica was promoted to trainer in May, 2023, where she now leads classes to uptrain on new skills such as Customer Service, Video Monitoring, and PERS / Medical Alert. Her expertise on the floor combined with her skills and understanding of adult learning behavior made her the perfect fit to be a trainer.

Angelica still works as an operator when not training, and continually exceeds all goals for quality, adherence, and productivity.

Q4

How long has the nominee served in his/her current position?

Angelica has been in her hybrid trainer role for nine months. She still handles alarms and other monitoring duties when she is not performing training duties, and also serves as a subject matter expert to all monitoring specialists in the Monitoring Center.

Page 2: Experience and Education (15%)

Q5

What is the nominee's experience, both within your organization and in the security industry?

Angelica has been with Affiliated for nearly 6 years, and this is her first position within the security industry. She quickly proved herself to be a great performer and was quickly promoted through the monitoring ranks, taking on additional responsibility and increasingly complex tasks with ease.

Q6

What is the nominee's industry education, job-specific education and training, and industry certifications?

Angelica has completed all Affiliated training programs for alarm monitoring, PERS monitoring, Video monitoring, and customer service. She is also TMA Level 1 certified. She has also completed several professional development courses in adult learning theory, instructional design, and classroom facilitation.

Page 3: Job Performance (30%)

Q7

Describe the nominee's current areas of responsibility.

Angelica has three main areas of focus: Classroom Trainer, Senior Monitoring Specialist, and training content development, with a focus on training both new and existing employees.

Angelica's position is unique, as the diversity of her skill set is such that she is able to contribute to the day-to-day running of the monitoring center by handling alarms and coaching specialists while training and developing new employees. She also has fantastic process and procedure knowledge, providing subject matter expertise to help us continue to evolve our training materials and processes.

Q8

Describe the nominee's performance level, generally, on the job.

Angelica is a model employee. As a monitoring specialist, she has excellent attendance, adherence, and quality assurance scores. She supports her fellow specialists by handling alarms quickly and efficiently, serving as a leader to new hires, and covering shifts when needed.

As an instructional designer, Angelica is leading the department in satisfaction scores from our trainees. She is an excellent communicator and always completes her work well before any deadlines. She takes initiative in starting projects and works independently with little follow up required.

Recently, she has been given more responsibility in creating training materials and is expanding her training capabilities to other areas of our business, demonstrating that our organization trusts and depends on Angelica to perform beyond expectations.

Q9

Provide three examples of how the nominee demonstrates that he/she is a team player on the job.

- Angelica has worked with the trainers for over a year to develop a facilitator's guide that teaches content in the correct order and meets all expectations of the trainers. She consistently holds meetings to receive feedback on her work and create a better product for the training team. She has also worked with our training team to create a video knowledgebase that our specialists can access at any time. Recently, we had a very large class of new hires. Angelica volunteered to co-teach the class for 3 weeks in addition to completing her regular assignments. This shows that she supports the L&D team as a whole and is a team player.
 - Angelica had the idea to make a "Tip of the Week" video to reinforce monitoring procedures weekly for our specialists. Instead of creating all of the videos herself, she asked for volunteers and created an incentive for specialists to participate. This allows specialists to watch their peers and give each other useful tips that they can utilize from day to day.
 - Angelica will frequently re-prioritize and interrupt her current projects when her managers present her with new projects. She is extremely good at multi-tasking and happily accepts any projects that we ask her to complete. She is currently working on a procedural refresher course, Job aid for partner support, and a partner portal training video. She is working with and providing support to many different teams at one time.
-

Q10

Has the nominee ever been promoted? Provide details.

Yes, Angelica has been promoted a total of five times in just over five years. Starting as a Monitoring Specialist I, she was promoted to Monitoring Specialist II, followed by earning a Monitoring Specialist III, promoted to a Mentor position, followed by another promotion last year to Trainer.

Q11

Describe an exemplary call during which someone's life and/or property were saved due to the actions of the nominee. How did the nominee make a difference in that dispatch?

Angelica faces medical emergencies daily when handling PERS alarms. On one alarm, the customer had fallen and was hurt. The customer was flustered and scared. There was no way for emergency services to enter her home. Angelica assured the customer that help was on the way and that she would call someone on her contact list to see if they could open the door for EMS. Angelica was, at all times, both professional and empathetic towards the customer. She remained calm while dispatching emergency services and the user's contact list. The customer expressed gratitude for her prompt response and reassurance at a time when it was needed the most.

Page 5: Additional Information (10%)

Q12

In what ways does the nominee help to boost morale within the Monitoring Center?

Angelica pushes everyone in the monitoring center to perform at 110%, while at the same time demonstrating genuine interest in and care for the monitoring specialists she mentors.

Q13

Please describe any other information the judges should know about this nominee.

Angelica is a single mother who works hard to support her family while achieving a genuine work-life balance. Angelica is heavily involved in her community not only through her church but supporting various local charities focused on helping and improving her community.

Q14

Why does this nominee deserve to win the TMA Monitoring Center Operator of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional customer service.

Angelica has been promoted five times in over five years. She has strived to learn and has been able to contribute to Affiliated's success in many ways as described herein. Whether she is 'pitching in' to handle alarms during a busy time, training our new and existing employees while achieving a best-in-class trainee pass rate, or providing valuable input to our current processes to ensure we are delivering excellent service for our customers, Angelica helps us to make Affiliated Monitoring the best monitoring center it can be.

Q15

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, February 22, 2024 3:38:11 PM
Last Modified: Monday, February 26, 2024 2:14:50 PM
Time Spent: Over a day
IP Address: 96.60.248.155

Page 1: Background (10%)

Q1

Please provide the name and title of the nominee.

Name	Brenda Eichfeld
Title	Advanced Level 6 Operator/Dispatcher
Company	COPS Monitoring
Email	dsmith@copsmonitoring.com
Phone	9545455708

Q2

How long has this nominee been employed by your organization?

25 Years

Q3

What has been the nominee's progression of positions within your organization over the course of his/her tenure?

rigorous training program, and has been an elite Advanced Level 6 ever since. She eagerly fills in for our Shift Managers when needed, but enjoys being a dispatcher.

Q4

How long has the nominee served in his/her current position?

25 Years

Page 2: Experience and Education (15%)

Q5

What is the nominee's experience, both within your organization and in the security industry?

We highly value Brenda's vast experience in both our organization and the security industry (See question 6). Whenever we introduce a new service or product, we rely on Brenda to not only understand the logistics but also to teach and provide valuable feedback on how it best fits into our organization. Brenda's expertise helps us ensure that we provide the best possible service to our dealers and customers.

Q6

What is the nominee's industry education, job-specific education and training, and industry certifications?

In addition to being TMA Certified, Brenda successfully mastered our rigorous 18-Month 6 Level Gradation training program that consisted of continual training and testing for her first 18-months of employment. Since then, Brenda has attended several recurring training modules (monthly, quarterly, annually) on the following targeted skills: Conflict Resolution, Handling Customer Emergencies, Customer Service Skills, Dependability, Disaster Preparedness (local office, local community, and nationwide), Empathy & Patience, Internal & External Communication, Interpersonal Skills, Knowledge of Company & Services Offered, Listening Skills, Multi-functional Dexterity (multi-tasking without sacrificing quality or efficiency), Problem-Solving, and Time Management.

Brenda is certified in CPR and HIPAA, and skilled in video monitoring, PERS, MPERS, and other mobile products.

Page 3: Job Performance (30%)

Q7

Describe the nominee's current areas of responsibility.

Brenda is presently in charge of managing our Mobile PERS division, which caters to people who require assistance either at their homes or at a mapped GPS location. She also handles our mobile alarms for individuals who may need help while delivering products, as well as car accident assistance and other related services.

Q8

Describe the nominee's performance level, generally, on the job.

Brenda is an exceptional employee who consistently provides outstanding customer service. She has won multiple internal awards for her excellent work, including our Outstanding Customer Service award. Brenda has been nominated many times for our Chairman's Award program, and last year she received the most prestigious honor of being named the Top Chairman's recipient. This award recognized her for going above and beyond for our customers on numerous occasions.

Q9

Provide three examples of how the nominee demonstrates that he/she is a team player on the job.

- 1) Brenda is always willing to adjust her hours around to accommodate our busiest hours or to help her teammates.
 - 2) After hearing that an employee was struggling financially, she went home and made five different meals for them, saying that everyone needs help once in a while.
 - 3) She has stepped up to cover for managers on multiple occasions to allow them to take vacation.
-

Q10

Has the nominee ever been promoted? Provide details.

She has moved up through all of our dispatcher levels, and she has the ability to utilize her skills to teach and develop others.

Page 4: Life Safety Skills (35%)

Q11

Describe an exemplary call during which someone's life and/or property were saved due to the actions of the nominee. How did the nominee make a difference in that dispatch?

Brenda had to deal with a concerning situation that involved a delivery driver who was using a mobile product which we support. The driver had gone to deliver an order to the customer's location, but unfortunately, the customer expressed dissatisfaction with the order by pointing a gun in the driver's face. Fortunately, the driver was able to leave and trigger their panic button. This action alerted Brenda, who remained calm and professional throughout the situation. She quickly took the necessary steps to ensure that the customer remained in a safe place and proceeded to calm them down so she could gather all the necessary information about the suspect and dispatch the police. Without Brenda's experience, professionalism, and empathetic demeanor, the customer may not have been able to provide the necessary information or put themselves back into a dangerous situation. Thanks to the information Brenda provided, the police were able to respond quickly to the location and apprehend the suspect.

Page 5: Additional Information (10%)

Q12

In what ways does the nominee help to boost morale within the Monitoring Center?

She boosts morale by being there not only for our customers in their time of need but also for her fellow dispatchers. She is very supportive of the company and we are grateful to have her.

Q13

Please describe any other information the judges should know about this nominee.

Brenda is a compassionate and dedicated individual who has gone above and beyond for others throughout her career. We are honored to nominate her for this award.

Q14

Why does this nominee deserve to win the TMA Monitoring Center Operator of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional customer service.

In November 2023, Brenda handled another alarm call where an elderly customer was in a state of confusion and waiting for his son to arrive at his house at 3 am. Despite the customer insisting he didn't need anyone's assistance, Brenda kept him on the phone and prompted a co-worker to contact his son in real-time to inform him of the situation. The son explained that his father had been experiencing confusion recently and was not expected until later in the morning. Brenda assured the son that they would be there for his father if he hit the alarm button again and would provide any necessary help. After ending the call with the son, Brenda spoke with the elderly customer again and was able to help him fall back asleep within minutes.

Brenda's compassionate and caring nature extends to each subscriber she assists with their alarms. She also displays care towards her managers and fellow dispatchers. Brenda is an asset to the alarm industry, ensuring the safety of subscribers every day through her dedication and concern. For her true care, concern, and commitment to the safety of customers and employees, we proudly nominate Brenda Eichfeld for TMA's 2024 Operator of the Year.

Let me end by saying this: It's difficult to accurately summarize the positive impact Brenda has made in her 25 years of service to our company, industry, and countless customers. Not only is Brenda just an outstanding individual, but she also truly exemplifies the values of our industry. I am honored to nominate Brenda for the 2024 TMA Operator of the Year. After 25 years of selfless service, I think it would be well-deserved recognition.

Q15

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2024 5:33:18 PM
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Time Spent: 00:17:20
IP Address: 216.224.214.250

Page 1: Background (10%)

Q1

Please provide the name and title of the nominee.

Name	Esperanza Pena
Title	Associate II. Care EDO Spec
Company	ADT
Email	esperanzasena@adt.com
Phone	817-501-7139

Q2

How long has this nominee been employed by your organization?

4 years

Q3

What has been the nominee's progression of positions within your organization over the course of his/her tenure?

Agent – P1 Monitoring
Agent-Overnight Unit
Agent– EDO Specialty Monitoring

Q4

How long has the nominee served in his/her current position?

Approximately 1 year

Page 2: Experience and Education (15%)

Q5

What is the nominee's experience, both within your organization and in the security industry?

Esperanza began her career at ADT in our P1 Monitoring Unit, helping to monitor a specialized customer base, and moved then into our Overnight Unit. She was recently promoted to a role in our EDO Specialty Monitoring.

Q6

What is the nominee's industry education, job-specific education and training, and industry certifications?

Industry education: Esperanza has completed training in Safe by ADT and mobile security, along with the necessary licensing for specialized states, ensuring she has successfully fulfilled ADT's training requirements for each area.

Job-specific education: Esperanza has completed ADT education for EDO Specialty Monitoring representatives.

Job-specific training: Esperanza has successfully completed training in Safe by ADT and mobile security and engages in continuous education to stay updated on new security practices and tools.

Industry certifications: Esperanza holds the necessary licenses and have specialized expertise across various states.

Page 3: Job Performance (30%)

Q7

Describe the nominee's current areas of responsibility.

Esperanza is responsible for overseeing the monitoring of VIP accounts including of high-ranking public officials, well-known public figures, VIPs, and Custom Homes. She is responsible for customer touch bases and meeting set KPI requirements. She adeptly oversees accounts with demanding requirements and high expectations.

Q8

Describe the nominee's performance level, generally, on the job.

Esperanza has been a consistently exceptional performer since she has started at ADT. In 2023, Esperanza achieved the Circle of Excellence Award and secured the top-performing spot for November-December, standing out in the fourth quarter. Remarkably, she garnered positive customer comments from surveys and Everyday Hero stories. Her exceptional performance earned her four nominations for Everyday Hero from September to December 2023, winning three times (September to November), tying for the most wins in the year. Noteworthy performance metrics for 2023 include a high percentage of promoters at 80.42%, a WAPPH of 15.4, a low Blended Transfer percentage at 1.30%, Schedule Adherence at an impressive 98.10%, and a perfect QA Compliance score of 100%.

Q9

Provide three examples of how the nominee demonstrates that he/she is a team player on the job.

- 1.) Whenever a colleague needs to swap shifts or days, Esperanza is the first to volunteer, demonstrating her flexibility and willingness to support her team.
 - 2.) Esperanza leads in overtime, accumulating over seven hundred hours, and is proactive in offering her assistance across the department, highlighting her dedication and commitment. She is always at the forefront during critical times, such as hurricanes or severe weather, willing to lend support.
 - 3.) Esperanza actively participates in chat support, providing answers and guidance to her peers, especially when she worked overnight shifts, highlighting her collaborative spirit and readiness to assist.
-

Q10

Has the nominee ever been promoted? Provide details.

During her time at ADT, Esperanza has advanced in her career. Initially, she began as a P1 Monitoring agent within a specialized group, later transitioning to the Overnight Monitoring team. In May 2023, Esperanza received a promotion to the role of Emergency Dispatch Operator (EDO), where she now manages VIP and Custom Home accounts and key projects.

Page 4: Life Safety Skills (35%)

Q11

Describe an exemplary call during which someone's life and/or property were saved due to the actions of the nominee. How did the nominee make a difference in that dispatch?

In September 2023, Esperanza demonstrated exemplary performance during a call involving a panic alarm from a customer's residence. Esperanza promptly connected with the customer, who informed her that her daughter was alone at home, and an intruder had broken in. With the parents communicating with their terrified daughter on another line from a different state, Esperanza remained on the line, taking swift action. She electronically notified the police via ASAP, relayed updates from the customer's camera feed, and asked pertinent questions. Thanks to Esperanza's quick thinking, the police successfully apprehended the suspect. The customer expressed deep gratitude for Esperanza's crucial assistance during a moment when they could not physically be there for their daughter.

Esperanza significantly impacted the dispatch by acting promptly and asking pertinent questions to ensure that that customer remained safe and get the suspect apprehended. They expeditiously notified the police electronically via ASAP, conveyed real-time updates from the customer's camera feed, and posed relevant questions.

Page 5: Additional Information (10%)

Q12

In what ways does the nominee help to boost morale within the Monitoring Center?

Esperanza significantly contributes to boosting morale within the Monitoring Center through her wonderful personality and exceptional ability to build relationships across the department, even in a virtual environment. Her readiness and enthusiasm are palpable, creating a positive impact, and her presence is unmistakably felt when she is at work.

Q13

Please describe any other information the judges should know about this nominee.

Esperanza is widely recognized for her exceptional discretionary effort and unwavering commitment to both customers and peers. Known for consistently going above and beyond, she prioritizes doing the right thing and strives to bring her best to her role every day. Her thoughtfulness extends to both customers and colleagues, evident in her prompt replies and expressions of gratitude. Overall, this nominee's dedication, integrity, and conscientious approach make her a standout contributor to the team and deserving of acknowledgment.

Q14

Why does this nominee deserve to win the TMA Monitoring Center Operator of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional customer service.

Esperanza is a highly deserving candidate for the TMA Monitoring Center Operator of the Year Award. Her unwavering commitment to excellence is evident through the consistent acclaim she receives from peers, leaders, and customers. In 2023, Esperanza secured three Everyday Heroes Awards, a testament to her exceptional performance in handling alarm calls. Beyond this, her remarkable support for both customers and colleagues is evident, and she consistently surpasses set goals, achieving a 100% QA metric. Esperanza goes above and beyond, exemplifying discretionary effort by always being available to assist and support the team in every situation.

Esperanza consistently exceeds standard expectations, delivering outstanding customer service. In 2023, she earned two additional Everyday Heroes Awards—one for her swift response and thoughtful assistance during a medical emergency and another for her lifesaving actions in a home fire incident, preserving the lives of both the customer and their pets. The following are additional commendations from our customers, highlighting Esperanza's exceptional dedication and willingness to go beyond expectations:

"Response time was exceptional! Service was professional, kind and to the point. Appreciated it."

"I am so appreciative of the prompt response and the concern your agent expressed for my safety!"

"Your representative was able to solve my alarm issue quickly with professionalism! She was extremely polite!"

Q15

Respondent skipped this question

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, February 26, 2024 11:45:01 PM
Last Modified: Tuesday, February 27, 2024 12:19:23 AM
Time Spent: 00:34:22
IP Address: 4.49.51.178

Page 1: Background (10%)

Q1

Please provide the name and title of the nominee.

Name	Chartea Peay
Title	Central Station Operator - Level III
Company	CPI Security Systems, Inc.
Email	cpeay@cpisecurity.com
Phone	704-945-6265

Q2

How long has this nominee been employed by your organization?

Chartea has been employed at CPI Security for 6 1/2 years.

Q3

What has been the nominee's progression of positions within your organization over the course of his/her tenure?

Chartea was hired in October 2017 as a Central Station Operator. In March 2023, she completed Central Station Operator Level III. Most recently, since June 2023, Chartea has been assigned to New Hire Training as an Operator Level III.

Q4

How long has the nominee served in his/her current position?

Chartea has been a Central Station Operator Level III since March 2023.

Page 2: Experience and Education (15%)

Q5

What is the nominee's experience, both within your organization and in the security industry?

Chartea's experience at CPI Security totals her security industry experience. At CPI, Chartea has experience processing all incoming alarm signals, leading customers through troubleshooting any system concerns, providing floor support for her team and leading new hire and existing staff as a Central Station trainer.

Prior to CPI, Chartea completed an Associate's Degree in Computer Science, with a concentration in Networking. She is licensed and certified in several networking and information systems applications and procedures.

Q6

What is the nominee's industry education, job-specific education and training, and industry certifications?

Chartea has many licenses and certifications from a computer industry standpoint. Currently recertified as Operator Level I, CPI Central Station Operator Level III and licensed with the various state agencies where we operate. Chartea is responsible for all central station operator duties. She is placed in all priorities of alarm queues and is offered all inbound calls from customers and responding agencies. Her responsibilities increase when new hires join the team as she is one of the New Hire Trainers. She is responsible for the actions and duties of the trainee(s) and meets with the leadership staff weekly on updates and status of the training process. Chartea also assists the shift supervisors and team leads when they are unavailable. She is quite capable of answering questions from her teammates and other departments regarding policy and procedures.

Page 3: Job Performance (30%)

Q7

Describe the nominee's current areas of responsibility.

Chartea is responsible for all central station operator duties. She is placed in all priorities of alarm queues and is offered all inbound calls from customers and responding agencies. Her responsibilities increase when new hires join the team as she is one of the New Hire Trainers. She is responsible for the actions and duties of the trainee(s) and meets with the leadership staff weekly on updates and status of the training process. Chartea also assists the shift supervisors and team leads when they are unavailable. She is quite capable of answering questions from her teammates and other departments regarding policy and procedures.

Q8

Describe the nominee's performance level, generally, on the job.

Chartea is a high performer. Oftentimes, her efforts cannot be measured by her own performance metrics, but by the performance of those she has trained. Chartea was assigned to new hire training in June 2023. The first class of new hire Operators to learn under her command were 65% faster at responding to signals than their non-new hire counterparts and processed 12% more volume in their first month after training. That consistency has continued. Not only has new hire performance far exceeded expectations, but Central Station new hires now also report additional soft data. Reports from new hires also include that they are more confident in their skills when released from training. Chartea and her facilitation of the new hire training plan has accomplished creating an environment that is welcoming, supportive, consistent and well-rounded.

Q9

Provide three examples of how the nominee demonstrates that he/she is a team player on the job.

On the Central Station floor, Chartea is an informal leader. Her teammates look to her to answer questions, share knowledge, and provide guidance. If the supervisor is not available. She is also quick to step in if a fellow team member needs a dispatch while they stay online with a customer. She has been the selected to attend the President's Leadership Conference (PLC) in 2022 and 2024. PLC is reserved for the best, brightest and highest performers at CPI. Chartea has the knowledge and attitude to shine and is recognized routinely by her peers and leadership staff. She sets a great example to all in the positive approach to life, work ethic and team building.

Q10

Has the nominee ever been promoted? Provide details.

Chartea has not been promoted, aside from informal Career Development promotions. Chartea is highly sought after across the several divisions of Customer Operations at CPI. She is often encouraged to express her interest in promotion opportunities. Chartea has, to date, forgone those opportunities.

Page 4: Life Safety Skills (35%)

Q11

Describe an exemplary call during which someone's life and/or property were saved due to the actions of the nominee. How did the nominee make a difference in that dispatch?

Chartea's response to the Furse family's Carbon Monoxide alarm in April 2023 set the standard for how we handle CO alarms in CPI Central Station. Chartea received a response from the homeowner that everything was ok, and they declined a response from the Fire Department. Chartea gently educated the customer on carbon monoxide and asked them to reconsider. Accepting the direction from a homeowner on site would have been acceptable by our performance standards. Chartea took the time to educate, then ask again. Our SOP is still mostly the same. A customer is onsite, they can see things we cannot. We often take direction from them. But they hire a security company to feel safe and to be protected by professionals who are knowledgeable and decisive. Chartea was willing to speak up to the customer and educate them. She potentially saved their lives by doing so. Every Operator at CPI now feels compelled to provide education about Carbon Monoxide to customers when their CO Alarm is sounding. Thus, saving even more lives.

Page 5: Additional Information (10%)

Q12

In what ways does the nominee help to boost morale within the Monitoring Center?

Setting the standard and a real-life role model action for all central station operators is something Chartea does daily. Chartea looks around Central Station before she leaves every day. If the team or just one person needs anything, she is here until that need is fulfilled. She arrives early, stays late and is always willing to answer questions or provide demonstrations to questions. She is a role model for what a central Station is and what it takes to protect the lives and property of our customers.

Chartea is also brave enough to challenge the status quo. She is innovative and often presents challenges with solutions already in mind. From a team perspective, her willingness to speak up and affect change, streamlines processes and can often lessen the workload. Or, those changes lessen the effect the workload can have on the team.

Q13

Please describe any other information the judges should know about this nominee.

John Maxwell defines 5 Levels of Leadership. Level 4 is the People Developer. Level 4 is about reproduction, and “people follow you because of what you have done for them”. Chartea may not be responsible for recruiting or positioning people (2 of 3 keys to people development defined by John Maxwell). Chartea does equip them though. “You’ve never really fully trained or equipped someone until you’ve equipped them to multiply themselves.” (John Maxwell) Chartea has multiplied herself repeatedly and given people the tools and encouragement to multiply themselves. She shows an understanding that leadership does not lie in acquiring and keeping knowledge. Leadership is about sharing knowledge. Many of the new hires Chartea has shared with are now multiplying themselves by sharing and teaching other new hires.

Q14

Why does this nominee deserve to win the TMA Monitoring Center Operator of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional customer service.

Most of Chartea's customer service efforts are directed internally by facilitating new hire training. She maintains an exemplary QA score for customer interactions.

Chartea was not initially assigned to new hire training when the program was revamped. Her presence and work on the Central Station floor, processing alarms, was needed. Attrition was high at the time, and assigning new hires to Operators for training was causing a considerable amount of burn out.

Chartea was able to see the need to train new hires, but also the need to accommodate a training "break" for our regular staff. Chartea was granted space and the resources to take on the task. Chartea's efforts have paid off tenfold. New hire and existing staff retention has improved, stress was removed from our regular operations and we are a better Central Station for her efforts.

Q15

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

Chartea%20and%20the%20Furse%20Family.docx (13.1MB)

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, March 05, 2024 3:15:51 PM
Last Modified: Wednesday, March 06, 2024 9:37:01 AM
Time Spent: 18:21:09
IP Address: 65.249.143.138

Page 1: Background (10%)

Q1

Please provide the name and title of the nominee.

Name	Maureen Lake
Title	Operator
Company	Metrodial
Email	kristenb@metrodialog.com
Phone	5166818877

Q2

How long has this nominee been employed by your organization?

08/31/2005

Q3

What has been the nominee's progression of positions within your organization over the course of his/her tenure?

started training on overnight, overnight operator, lead overnight operator, Main trainer for overnight, overnight supervisor, Day shift operator, Lead day shift operator, day shift supervisor, NYC fire offline handler, IT liaison for trouble accts.

Q4

How long has the nominee served in his/her current position?

10 yrs

Page 2: Experience and Education (15%)

Q5

What is the nominee's experience, both within your organization and in the security industry?

Experience serving the company & Industry for almost 19 yrs. Trained and leads in all areas for multiple types of alarms. Including medical alert alarms, UL guard response, NYC fire dispatch, medical alert alarms and water response.

Q6

What is the nominee's industry education, job-specific education and training, and industry certifications?

UL trained, TMA certified, NYC fire licensed, Customer service Excellence award, Napco trained, Data entry trained, NYC fire bylaw's trained, Fire Inspector test response certified.

Page 3: Job Performance (30%)

Q7

Describe the nominee's current areas of responsibility.

Maureen does it all! She is the lead supervisor on her shift. Making sure the shift runs smoothly & efficiently. Handles on going fire inspection reporting, NYC offline schedules & daily offlines, handles a multitude of call and alarms, collaborates with IT on any problematic accts, Answer Dealer inquiries about specific accounts, reports any issues with accounts on shift to data, Handles all mailers for dealers for billing, goes over any issues or mistakes with newer operators, makes sure new operators are confident in any procedure they might of had questions with. Maureen does all of this while smiling & bringing a great sense of moral & positivity to the shift.

Q8

Describe the nominee's performance level, generally, on the job.

Maureen is above any grade or level that can be achieved. She truly is one of a kind who always goes above and beyond.

Q9

Provide three examples of how the nominee demonstrates that he/she is a team player on the job.

1. One day the techs who bring the water cooler jugs were out but Central was out of water! They were heavy for use to bring down a flight of steps. Maureen rallied everyone together and made it a fun task. Maureen formed a chain of people to get the bottles down the steps, ending with her and a desk chair on wheels. She then put the bottle on the chair and wheeled it to the cooler so everyone could have water! Everyone had fun laughing at her chain gang and now had water!
 2. Maureen had a horrible toothache which ending up needing root canal. She delayed her root canal and came to work!! We had another operator out that day and she knew with 2 operators out her coworkers would be very busy. She said she didn't want her coworkers to have an incredibly busy day and wanted to wait until the afternoon after her job was done. I don't know many people who put their coworkers before a root canal! Well maybe some, who wants a root canal, but Maureen's work ethic is what determined her decision to help out her shift.
 3. Without hesitation Maureen will always switch or come in for someone who needs to take the day. You can always count on Maureen to help with anything needed for her coworkers.
-

Q10

Has the nominee ever been promoted? Provide details.

Multiple times throughout different shifts.

From operator to shift lead to shift supervisor.

She is the Central go to whenever she is working.

Las year she was up for Central Station supervisor but turned it down because she wanted to be more in tune & on the same level with her shift coworkers. She stated she likes operating & helping with the customers with an alarm. A role the Central station supervisor does not get to do a lot.

Page 4: Life Safety Skills (35%)

Q11

Describe an exemplary call during which someone's life and/or property were saved due to the actions of the nominee. How did the nominee make a difference in that dispatch?

There was a residential Carbon alarm that Maureen received. She immediately dispatched due to protocol. When she continued on to notify the premise, she got a hold of the homeowner. He insisted that everything was ok and pleaded to cancel the Fire department. He stated him and his family were there & believed something was wrong with the sensor. He's been meaning to call the Dealer to take a look at it. Maureen pulled her knowledge & experience together as the alarms were continuing to come in at his home. After looking further into the signals, she did not believe it was a malfunction or error. She let him know and tried to get him to understand this can be very serious & dangerous situation. He did not want to listen & was upset the FD was on their way. Maureen quickly went on high alert and convinced the homeowner to please get himself & his family out of the home immediately. She did this with such professionalism yet stern care. He did follow her instruction and went outside with his family. The FD did show to the premise and carbon was a very high level. She potentially saved this family's lives. The customer was very grateful and called to speak to her. He thanked her for not listening to him and making sure he got out. We are all very happy Maureen received that alarm and how she handled this. Maureen said " I just did my job and I am happy to help anytime". She truly is just happy to do her job and wanted no credit. The homeowner was overwhelmed realizing what could have happened if he did not listen to her. He told us she was persistent and made him realize the danger.

Page 5: Additional Information (10%)

Q12

In what ways does the nominee help to boost morale within the Monitoring Center?

Maureen is always just happy. Happy taking calls, happy filing, happy moving paperwork around. Always just happy! She creates a great environment. This boosts everyone's morale around her.

She brings a smile to everyone in her path. If you are down she goes out of her way to cheer you up.

Q13

Please describe any other information the judges should know about this nominee.

Maureen is an exemplarily employee. Serving the company for almost 19 years & has always been a role model for other employees. She recently for Christmas provided toys to a charity for children & rallied everyone to get involved.

Q14

Why does this nominee deserve to win the TMA Monitoring Center Operator of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional customer service.

There's so many!

Maureen is not a "It's not my job employee."

We have certain ways and departments to handle specific areas of an account. If the customer is having technical issues they are referred to call their Dealer.

Maureen will put the customer on hold and call the Dealer for them to help the customer as much as possible.

We recently had an elderly lady who just lost her husband. She was upset & telling Maureen about her situation. She couldn't get her alarm to stop beeping & said my husband use to handle this. The woman became more upset when she couldn't get a hold of the alarm company. Maureen called the alarm company, got a hold of a tech and conferenced in the woman. They spoke about her issue and Maureen explained with great care the instructions the tech was relaying. This is not in the role of a operator but Maureen completely went above & beyond to help her.

Q15

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

Maureen%20Lake%20.JPG (82.9KB)

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, March 08, 2024 1:53:20 PM
Last Modified: Friday, March 08, 2024 3:13:41 PM
Time Spent: 01:20:21
IP Address: 67.182.206.165

Page 1: Background (10%)

Q1

Please provide the name and title of the nominee.

Name	Carols Ornelas
Title	Central Station Operator
Company	AvantGuard - A Becklar Company

Q2

How long has this nominee been employed by your organization?

Carlos has been with the company since 7/08/2013 - almost 11 years.

Q3

What has been the nominee's progression of positions within your organization over the course of his/her tenure?

Carlos is one of our seasoned team members within the monitoring center. He has mastered outbound, inbound with all the customer service skills that go along with it. He has mastered the support needed to assist technicians and their requests in a timely manner. Carlos is a great resource for representing what customer service at a monitoring center is and should be.

Q4

How long has the nominee served in his/her current position?

Carlos has been a senior team member for over 10 years.

Page 2: Experience and Education (15%)

Q5

What is the nominee's experience, both within your organization and in the security industry?

Carlos has over 12 years experience in the alarm industry, 10 of those with AG.

Q6

What is the nominee's industry education, job-specific education and training, and industry certifications?

TMA certified, Job Specific Burglary/Fire certified (AG level 1), Supervisory/Trouble/GPS/National Guard certified (AG level 2), Customer service/dealer relations certified (AG level 3) Medical GPS certified (AG level 4)

Page 3: Job Performance (30%)

Q7

Describe the nominee's current areas of responsibility.

Carlos is a senior operator who handles inbound and outbound calls, effectively assisting customers in emergencies and providing support for technicians and their requests in a timely manner.

Q8

Describe the nominee's performance level, generally, on the job.

Carlos has the highest signal count of any team member; he had 100% attendance for 2023 and many years prior to that. His quality is never in question and has never dipped past 95%. He looks at every call as an opportunity to give the best customer service and support he can give. Carlos is quick to respond to alarms and follow procedure accurately. He is consistently kind and caring in his interactions with subscribers and dealers.

Q9

Provide three examples of how the nominee demonstrates that he/she is a team player on the job.

Carlos is recognized for showing constant support and respect to his peers and superiors. He is always willing to help, train, and guide the team in any way with little to no questions. Carlos's humility is remarkable and an amazing example of a team player.

Q10

Has the nominee ever been promoted? Provide details.

Carlos has always been a senior operator.

Page 4: Life Safety Skills (35%)

Q11

Describe an exemplary call during which someone's life and/or property were saved due to the actions of the nominee. How did the nominee make a difference in that dispatch?

Medical pendant press where a customer had a faint response to "Yes", Carlos immediately dispatched EMS to their location, staying on the line to comfort Mary. Dispatch arrived on site and transported Mary to the hospital.

Page 5: Additional Information (10%)

Q12

In what ways does the nominee help to boost morale within the Monitoring Center?

Carlos boosts morale by his kind and caring nature that he has in all his interactions either with customers or coworkers. Carlos creates a positive workspace for the team and is always keeping that kind and caring attitude.

Q13

Please describe any other information the judges should know about this nominee.

We can say hands down that Carlos has been and is one of the top customer service agents we have ever had working in our call center.

Q14

Why does this nominee deserve to win the TMA Monitoring Center Operator of the Year award? Provide examples of when this person went beyond normal expectations to provide exceptional customer service.

Carlos is a team member who always goes above and beyond expectations. His integrity as a senior dispatcher is remarkable from the time he clocks in, which is always on time, to the time he clocks out with a 95% in auto feed score. This means the only time he is not taking an inbound or outbound call is when they are on break or at lunch. His average scores in all our KPI's are in the top 10.

Q15

You may upload a PDF or image to accompany your application. (File size limit is 16MB)

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